

TROUBLE SHOOTING GUIDE continued...

Display is Flashing "E3"	
Possible Causes	Possible Remedies: (Unplug stove first when possible)
1. The hopper is out of pellets	Refill the hopper.
2. The air dampener is too far open for a low feed setting	If on the low setting, you may need to close the dampener all the way.
3. The burnpot holes are blocked.	Remove the burnpot and thoroughly clean it.
4. The air inlet, the interior chambers, or exhaust system has a partial blockage.	Follow all cleaning procedures in the maintenance section of the owner's manual
5. The hopper safety switch has failed or hopper is open.	When operating the unit, be sure the hopper lid is closed so that the hopper safety switch will activate. Check the wires leading from the hopper safety switch to the control panel and auger motor for secure connections. Use a continuity tester to test the hopper safety switch; replace if necessary.
6. The auger shaft is jammed.	"Start by emptying the hopper. Then remove the auger motor by removing the auger pin, then remove the two bolts that hold the auger bracket to the auger tube. The auger bracket will now be able to be removed from the auger tube. Remove the two bolts on the side of the auger tube to remove the lower bearing of the auger. Pull the auger out of the tube to free the jam.
7. The auger motor has failed.	Remove the auger motor from the auger shaft and try to run the unit. If the motor will turn the shaft is jammed on something. If the motor will not turn, the motor is bad.
8. The Proof of Fire (POF) thermodisc has malfunctioned.	Temporarily bypass the POF thermodisc by disconnecting the two wires and connecting them with a short piece of wire. Then plug the stove back up. If the stove comes on and works, you need to replace the POF thermodisc. This is for testing only. DO NOT LEAVE THE THERMODISC BYPASSED. Your blowers will never shut off and if the fire went out the auger will continue to feed pellets until the hopper is empty if you leave the POF thermodisc bypassed.
9. The control board is not sending power to the POF thermodisc or other auger system components.	There should be a 5-volt (approximately) current going to the POF thermodisc after the stove has been on for 10 minutes.

Display is Flashing "E4"	
Possible Causes	Possible Remedies: (Unplug stove first when possible)
1. The air inlet, burnpot, interior combustion air chambers, combustion blower, or exhaust pipe are blocked with ash or foreign material.	Follow all cleaning procedures in the maintenance section of the owner's manual.
2. The Proof of Fire (POF) thermodisc has come unplugged	Check the (POF) thermodisc to see if the wires are connected properly.
3. The Proof of Fire (POF) thermodisc has malfunctioned.	Temporarily bypass the POF thermodisc by disconnecting the two wires and connecting them with a short piece of wire. Then plug the stove back up. If the stove comes on and works, you need to replace the POF thermodisc. This is for testing only. DO NOT LEAVE THE THERMODISC BYPASSED. Your blowers will never shut off and if the fire went out the auger will continue to feed pellets until the hopper is empty if you leave the POF thermodisc bypassed.